

# 539-SERV DASHBOARD REPORT

## FISCAL YEAR 2009-2010/FIRST QUARTER



### IT'S YOUR CALL PROGRAM SUMMARY

The "It's Your Call" Program was expanded in October 2008. The Program was initiated to encourage residents and Town employees to utilize the 539-SERV (7378) phone line when they observe infrastructure/facility issues or code/ordinance violations or have questions regarding Town services. A call to 972.539.SERV or an e-mail to [yourcall@flower-mound.com](mailto:yourcall@flower-mound.com) initiates a four-step process with the Town's Customer Service division:

1. Call it
2. Log it
3. Track It
4. Resolve It

Service requests may also be submitted online utilizing the convenient online form at <http://www.flower-mound.com/539SERV.php>.

Reportable issues could include:

- Down or damaged street signs
- Street light outages
- High weeds and grass
- Trash Collection
- Bandit signs
- Park improvements/repairs
- Graffiti
- Street repairs/pot holes
- Drainage, water, problems
- Pool permit and safety issues
- Parking violations
- Barking Dogs
- Tree Trimming in Right of Ways or Parks

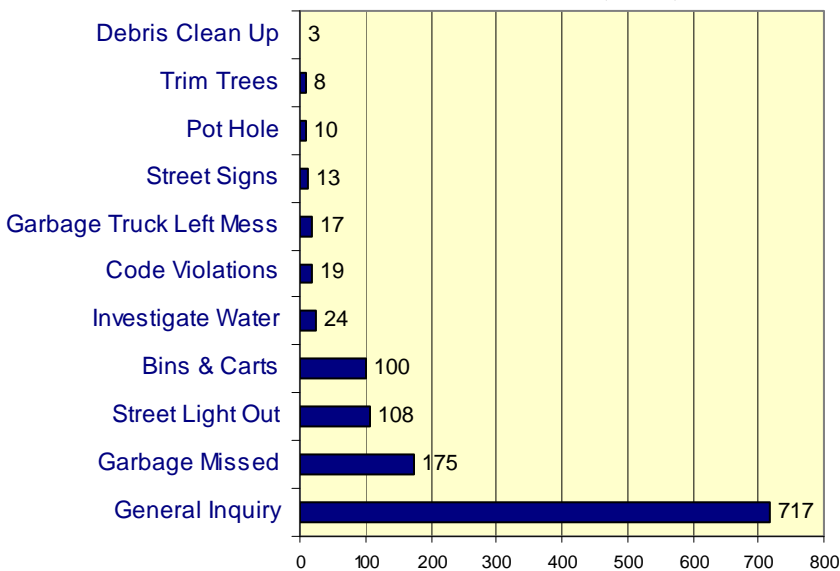
The Town's Customer Service division is designed to efficiently and effectively address and resolve minor service-related problems in Flower Mound and allow citizens to obtain information regarding a variety of municipal topics.

**(972) 539-SERV (7378)**

**[yourcall@flower-mound.com](mailto:yourcall@flower-mound.com)**

### IT'S YOUR CALL PROGRAM REPORT

#### CALL CATEGORIES FY 2009-10 (YTD)



#### TOTAL CALLS

FISCAL YEAR	CITIZEN	EMPLOYEE	TOTAL
FY 2008-09	9,586	469	10,055
FY 2009-10 (YTD)	1,141	70	1,211

*\*17 calls with 2 or less in the following categories: Fire Hydrant Repairs, Graded Dirt, Insect Issues, Culvert, Water Pressure, Meter Problem, Animal Loose, Cable Wire Exposed, Erosion, Permit, School Zone Flasher, Traffic Light Timing*

**Total Calls/E-mails: 1,211\***

